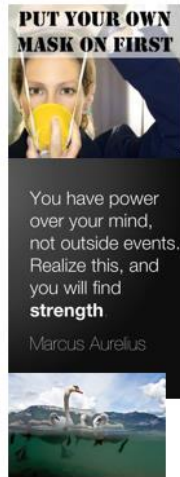


## Calm.....[yourself]

- ▶ Staying in your 'top' brain
- ▶ Paying attention to yourself
- ▶ Pressing pause
- ▶ Breathing is good for you
- ▶ If you can't stay calm; show calm



## Connect

- ▶ Active listening skills
- ▶ Avoid confrontation and power struggles
- ▶ Safe disclosure and past experience
- ▶ Empathising out loud

## Out loud empathy

- ▶ Name the feeling – guess, wonder but don't tell  
'It looks like you are angry.' 'I wonder if you are scared about.....'
- ▶ Connect with the feeling.  
'I have felt like that before.' 'I think I would be if I was you too.'
- ▶ Suggest or share solutions to the feeling  
'When I get angry it helps me to.....' 'I remember last time you were upset you .....and it helped.'



## Collaborate

- ▶ Solutions, distractions and negotiations
- ▶ Tell them what they can do; avoid negatives
- ▶ Requires 'top brain' engagement
- ▶ Person centred communication style

## Get next to them...not opposite

- ▶ The rules are the rules....not you!
- ▶ You are on their side
- ▶ You want them to do well, be happy, be safe

